



Troubleshooting

*Content is valid as of 5/07/2017*

### Installation Failed

* Ensure that you have enough free disk space (130MB) on your selected drive
* Run the installer as an elevated/administrative user

### PowerPoint presentations are not working

Ensure that Microsoft PowerPoint is installed on your computer and has been launched at least once.

### I have multiple monitors, but OnCue Projector is only detecting one

Refer to the *System Display Settings* section in the **User Manual**

### The interface looks out of proportion

This is an issue caused by computers which have display scaling enabled.  
Please disable scaling from your computer’s display settings.

### api-ms-win-crt-runtime-l1-1-0.dll is missing

Please install the Universal C Runtime, available through Windows Update ([KB3118401](http://support.microsoft.com/kb/3118401))

Alternatively, install the below package, respective of your system architecture  
x86 Systems - <https://go.microsoft.com/fwlink/?LinkId=746571>  
x64 Systems - <https://go.microsoft.com/fwlink/?LinkId=746572>

### I can’t hear any audio

Check that OnCue Projector is not muted in your system volume settings.

### I hear audio in my video, but I cannot see it

Ensure that OnCue Projector is on the *content display mode*

### My media is not playing

Please check that your content is playable with another media player

### OnCue Projector is operating slowly

* Restart OnCue Projector
* Exit other applications running on the system
* Upgrade your system’s memory
* Upgrade your system’s graphics card